

**POLICIES AND PROCEDURES  
OUACHITA TECHNICAL COLLEGE**

**SUBJECT AREA: Finance and Administration**

**POLICY/PROCEDURE: Employee & Citizens with Disabilities Grievance/Appeal Procedures**

**DATE: May 31, 2011**

**NUMBER: 3.38**

**REVISION(s):**

**Policy:**

The College attempts to resolve internally all types of grievances at the level where they occur and in a timely manner.

**Procedure:**

It is to the employee or citizen's advantage to keep communication open with faculty, staff and peers, thus avoiding the necessity for appeals. If there is a situation that the employee or citizen feels is escalating and she/he is uncomfortable with the direction it is going, *contact someone immediately to request assistance:* faculty, the department chair, the Title IX Coordinator or the Vice President of Finance & Administration. In the event a situation is not resolved, there are procedures for appeals in place that usually follow the chain of command as listed:

1. Disability Services/Accommodations – Title IX Coordinator or the Vice President of Finance and Administration
2. General Complaints and Grievances – Title IX Coordinator or the Vice president of Finance and Administration
3. Parking – Vice President of Finance and Administration
4. Sexual Harassment – Title IX Coordinator or the Vice President of Finance and Administration

The Title IX Coordinator will support and assist you in the process with the above procedures when it is a reasonable request.

For Complaints or appeals related specifically to services with disabilities provided by the College as required under the Americans with Disabilities Act, the following procedures will be followed:

1. Address the complaint to Title IX Coordinator.
2. The complaint should contain the name and address of the person(s) filing it and briefly describe the alleged violation of the regulations. It should be filed with the Title IX Coordinator within 10 workdays from the date of the alleged complaint.

3. An investigation conducted by the Vice President of Finance & Administration, shall follow the filing of the complaint. The investigation shall be informal but thorough, and it should afford all interested persons and their representatives, if any, an opportunity to submit evidence relevant to the complaint.
  - At least three members of the Disability Services Advisory Committee, appointed by the Vice President of Finance & Administration, will convene a special meeting to meet with the complainant and, at a separate time, meet with the other party involved for review of the incident.
4. A written determination as to the validity of the complaint and a description of the resolution, if any, shall be issued by Disability Services Advisory Committee and submitted for review to the Title IX Coordinator and forwarded to the complainant no later than 10 workdays after the filing.
5. The Title IX Coordinator shall maintain the files and records relating to the complaints for a period of at least three years.
6. If a grievance is against the Title IX Coordinator, the above procedures are to be followed with the exception that the initial complaint will be made to the Title IX Coordinator's supervisor, the Vice President of Finance & Administration.
7. The complainant can request a reconsideration of the case in instances of dissatisfaction with the resolution. The request for reconsideration should be made to the Vice President of Finance & Administration within 10 workdays of the resolution or complaint. The Vice President of Finance & Administration will then meet with the Title IX Coordinator and the Chairman of the Disability Services Advisory Committee as well as the complainant (if deemed necessary). The Vice President of Finance & Administration will make his/her decision and communicate it to the employee/citizen in writing within 10 working days of the employee/citizen's reconsideration request.
8. The right of a person to a prompt an equitable resolution of the complaint filed hereunder shall not be impaired by nor shall the use of this procedure be a prerequisite to the pursuit of other remedies.
9. These rules shall be construed to protect the substantive rights of interested persons, to meet the appropriate due process standards and to assure that the college complies with ADA.
10. Employee/citizens may further appeal any of these decisions within the hierarchy of the institution. The President of the College is next in the chain of command above these persons and committees. The appeal should be written and delivered in person by the employee/citizen.
11. Although employee/citizens are encouraged to attempt to resolve a grievance within the campus process, the employee/citizen has the right to file any grievance directly to the Office of Civil Rights within 180 days from the time the incident occurred.

AUTHENTICATION (Signature):	COPP	
_____	05/31/11	
President	(Date)	3.38